

MAY 10 1994

1 Case Number <u>F425018</u> 940217CWE5018		2 Investigator ID 8 8 3 3		3 Office Code 8 7 2		EPIDEMIOLOGIC INVESTIGATION REPORT
4 Accident date 9 2 0 9 2 6		5 IDI initiated 9 4 0 2 1 7				
6 Synopsis of Accident or complaint On 9/26/92, a non-injury fire occurred in a mobile home. The fire is believed to have resulted from a malfunction in an electric toaster oven. The toaster oven is reported to have been turned off, but plugged in when the incident occurred. The oven was sent into the manufacturer for evaluation and subsequently lost by the firm.						
7 Location Home 1 0			8 City McCall		9 State I D	
10a First Product Electric Toaster Oven			11a Trade/Brand name/Model/Mfgr Black & Decker model 3BR71 Toaster Oven Ser# 3264			
10b Second Product None Mobile home 1841			11b Trade/Brand name/Model/Mfgr None			
12 Age of Victim 9 9 9		13 Sex 9		14 Disposition No Injury 0		15 Injury diagnosis No Injury 7 0
16 Body part No Injury 9 9		17 Respondents Complainant 3		18 Investigation type 1		19 Time spent 0 4 . 0
20 Attachments Photos* Fire Report* X		21 Case Source Consumer Complaint 0 7 <u>F425018</u>		22 Reviewed by <u>8101</u> <u>940424</u>		
23 Permission to disclose names (Non-NEISS cases only) ___ CPSC may disclose my name XXX CPSC may not disclose my name						
24 Narrative *See Attached Pages For Narrative*				25 Regional Director review date		

PRE-INCIDENT:

The respondent in this case is the female owner of the mobile home. There were no witnesses to the incident and the electric toaster oven that was involved in this incident was sent to the manufacturer for evaluation. The complainant states that the manufacturer reported that the unit had been lost, and could not be found within the company's facilities. The firm denied their unit was at fault in the fire. After my visit to Idaho, the firm found and returned the toaster oven to the complainant.

The respondent stated that the unit was received (new) as a gift in February, 1991 and had been used without incident until the time of the fire. The complainant stated that she was told by the local fire department that the fire had originated at the location of the toaster oven. The unit was used daily by the complainant for making toast and heating food. The approximate length of time per use is described by the complainant as having been less than 15 minutes per use including the extended time required to bake potatoes which they occasionally did. She stated that the crumb tray was cleaned out at least twice a week, and that it had just been cleaned out the day before the incident.

The complainant stated that on the day of the incident, she and her husband had used the toaster oven to make toast. They subsequently left the house approximately four hours after the last time the toaster oven was used. She stated that the family returned approximately one hour later.

INCIDENT:

The complainant stated that when she, her husband and three year old daughter returned to the mobile home, it was on fire. She

stated that the fire department was attempting to put out the fire, but that the mobile home was totally destroyed.

POST INCIDENT:

The complainant stated that she was told by the fire department that the fire had originated at the place on the kitchen counter top where the toaster oven had been setting. She stated that a hole had been burned through the formica type counter top, through the plywood counter top and all sub materials of the counter top and then spread up the wall of the trailer igniting additional combustible material. She stated that she contacted the manufacturer of the toaster oven, and was asked to send it to its facility in Ogden, Utah. The complainant's insurance company did not attempt to subrogate the loss. The complainant stated that she forwarded the toaster oven to the manufacturer as requested. She was subsequently told that an evaluation revealed that the toaster oven functioned correctly and was not responsible for the fire. When she asked for the toaster oven back, she was told that it had been lost and could not be found. She called the Seattle Office after I returned from Idaho and told me that the firm had found the toaster oven and had sent it back. She stated that she was not certain that the unit had not been switched.

I asked her if the Commission could have the unit as a sample. I told her that she would probably not receive the unit back, and the findings of any examination would be subject ~~to~~ the privacy act. She stated that the Commission could have the unit. She told me that she would forward it to the Seattle Office. It has not arrived as the date of this report. I had also asked the fire department for a copy of the fire report/investigation and was told that it had not been finalized and that it would be sent when the report was received from the investigator. It has not

CONSUMER PRODUCT INCIDENT REPORT

1 Respondent Debra Stace		2 Telephone (Home) (Work) (H) (208) 634-2734	
3 Street Address P.O. Box 4330		4 City, State, ZIP McCall, Idaho 83638	
5 Accident/hazard situation/injuries The complainant stated that on 9/26/92 she used the toaster oven in the morning to make toast. The complainant and husband left house 4 hours later. Toaster oven was turned off, but still plugged in. The unit shared the electrical outlet with one electric clock. Upon the complainant's return 1 hour later their 1974 mobile home was on fire and the fire department was on the scene. Local fire department believes that there was a short in the element on the bottom of the unit which burned into the kitchen counter which then ignited the kitchen wall behind the unit. The complainant's mobile home was completely destroyed, an estimated \$16,000 in damage. Complainant never had any previous problem with the unit.			
6 Incident date 9/26/92	7 If injury or near miss N/A Age Sex Injury	8 If victim not respondent, Name Relationship	
9 Describe product Toaster Oven		10 Brand name Black and Decker	
11 Manufacturer/distributor Black and Decker USA Corp. 6 Armstrong Road Shelton, CT 06484-4797 Ogden, UT 84412 1-800-231-9786		12 Model, Serial numbers 3BR71 / Ser. # 3264	
		13 Dealer Unknown Product was a gift	
14 Product damaged, repaired or modified? Yes If yes, before or after incident? After Describe Product sent to Black & Decker for testing. Firm lost unit for 8 months, firm stated unit was not faulty.		15 Purchased new XXX used ____ Date 2/14/91 Age ____	
		16 Warning labels? NO Describe No	
17 Manufacturer contacted? YES Plan to contact? Other See above	18 Is product available? yes XXX no ____ Disposition unit is being held	19 Use your name? yes XXX no ____	
FOR ADMINISTRATION USE			
20 Date received 2/8/94	21 Received by <i>E. Staebell</i> Eugene E. Staebell, SEARP	22 Document Number FH25018	
23 Follow-up action SECT 04 1994 IDI 940217CWE5018		Product codes 0216	
25 Distribution O: EPDS cc: NYRO, SFRO		26 Endorser's name and title JPD Sup.	

0216

MAY 27 1994

FIELD ACTIVITY COVERSHEET					
1. REGION/STATE Four-SFO		2. OPERATION (Check One) <input type="checkbox"/> Inspection <input type="checkbox"/> Telephone Contact <input checked="" type="checkbox"/> Investigation <input type="checkbox"/> Establishment Visit <input type="checkbox"/> Other			3. DATE 25 May 1994
5. ESTABLISHMENT Name: Black and Decker Address: #6 Armstrong Road City: Shelton, CT 06484-4797 Telephone: () - State: > ZIP: -					4. NUMBER 940217CWE5018
6. RELATED FIRM Name:		<input type="checkbox"/> Parent	<input type="checkbox"/> Headquarters	<input type="checkbox"/> Subsidiary	<input type="checkbox"/> Other State:
7. PRODUCTS COVERED TOASTER OVEN			8. OTHER CONSUMER PRODUCTS		
9. ESTABLISHMENT TYPE <input checked="" type="checkbox"/> Manufacturer <input type="checkbox"/> Wholesaler <input type="checkbox"/> Retailers <input type="checkbox"/> Other <input type="checkbox"/> Importer <input type="checkbox"/> Own Label Dist. <input type="checkbox"/> Repackager			10. ANNUAL PRODUCTION Regulated Products \$ _____ Units _____ Other Products \$ _____ Units _____		
11. INTERSTATE BUSINESS Received _____ % Shipped _____ %		12. SAMPLES COLLECTED		13. MIS CODE	14. HOURS Activity 2.0 Travel 0.0
15. REASON FOR ACTIVITY (Assignment Reference) Addendum to IDI 940217CWE5018					
16. ANNOUNCED UNANNOUNCED		Rationale if announced:			
17. EMPLOYEE'S NAME & EMPLOYEE NUMBER Charles Hill,			TITLE Investigator	SIGNATURE	
18. <input checked="" type="checkbox"/> ENDORSEMENT		<input type="checkbox"/> REMARKS	<input type="checkbox"/> SUMMARY	<input type="checkbox"/> OTHER	
Addendum to IDI 940217CWE5018					
OUTREACH DATA		19. TA	20. Subprog	21. Category	22. Audience
23. REVIEWER'S NAME & EMPLOYEE NUMBER Cecilia Rungge 8320			TITLE For J.P.D.	SIGNATURE LAURE / SPINAZZO	
24. REVIEW DATE May 23, 1994		25. DISTRIBUTION Orig: _____ cc: original to EPDS copy to New York RO, copy to CECA, cover sheet LEC to be kept in			

940217CWE5018, page 4

arrived as of the date of this report. When the toaster oven and the fire report are received, they will be forwarded.

PRODUCT IDENTIFICATION:

The product involved in this incident was a Black & Decker electric horizontal toaster oven. The complainant stated that the on/off mechanism was a sliding switch that operated vertically with the on position being down. She stated that there was no type of timing device to shut the toaster oven off automatically, and that it had to be done manually. She stated that the temperature could be regulated by using a rotary knob that went from low to high clockwise. She stated that the control was divided by marks between the low and high settings.

When the sample arrives, photos will be taken and submitted as an addendum to this report.

The unit was a model 3BR71, Serial Number 3264. No additional information concerning the product is available at this time.

SAFETY STANDARDS:

The product is reported to have been UL listed. There are no mandatory standards or regulation concerning this product. There are certain voluntary practices that cover different aspects of the product such as cord length etc. The status of any association's certification is not known to me.

ATTACHMENTS:

None at this time

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FOR ADMINISTRATION USE			
20 Date received 2/8/94	21 Received by <i>Eugene E. Staebell</i> Eugene E. Staebell, SEARP	22 Document Number F425018	
23 Follow-up action <i>SECT 04 1994</i> <i>IDI 940217CWE5018</i>		Product codes <i>0216</i>	
25 Distribution <i>O: EPDS cc: NYRO, SFRO</i>		26 Endorser's name and title <i>IPD Sup.</i> <i>05/27/94</i> <i>James [Signature]</i>	

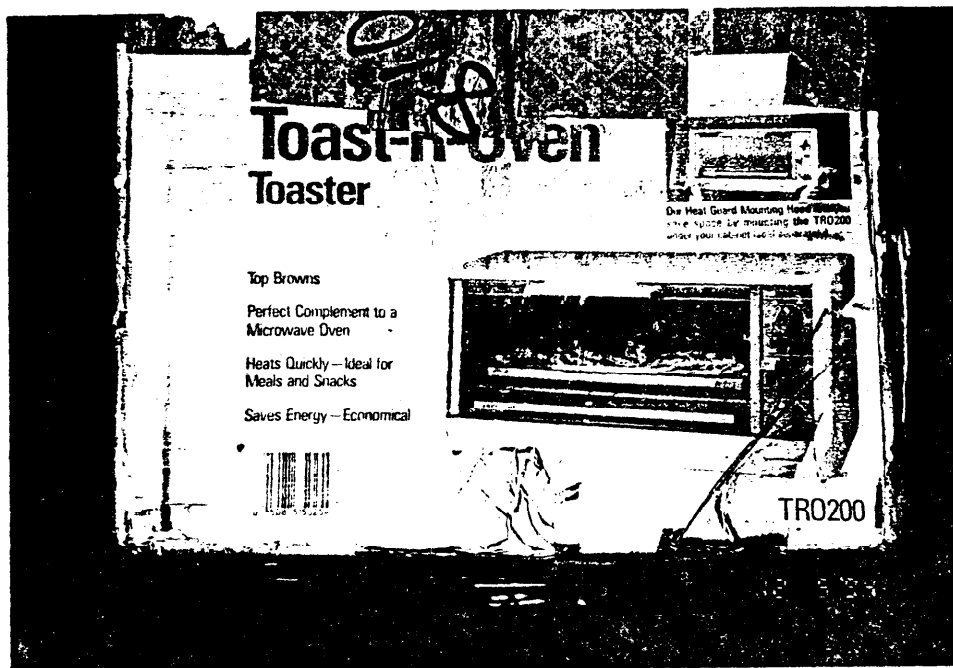


fig. 1--Photo showing the box that the consumer identified as being the one the unit was in when it was purchased.

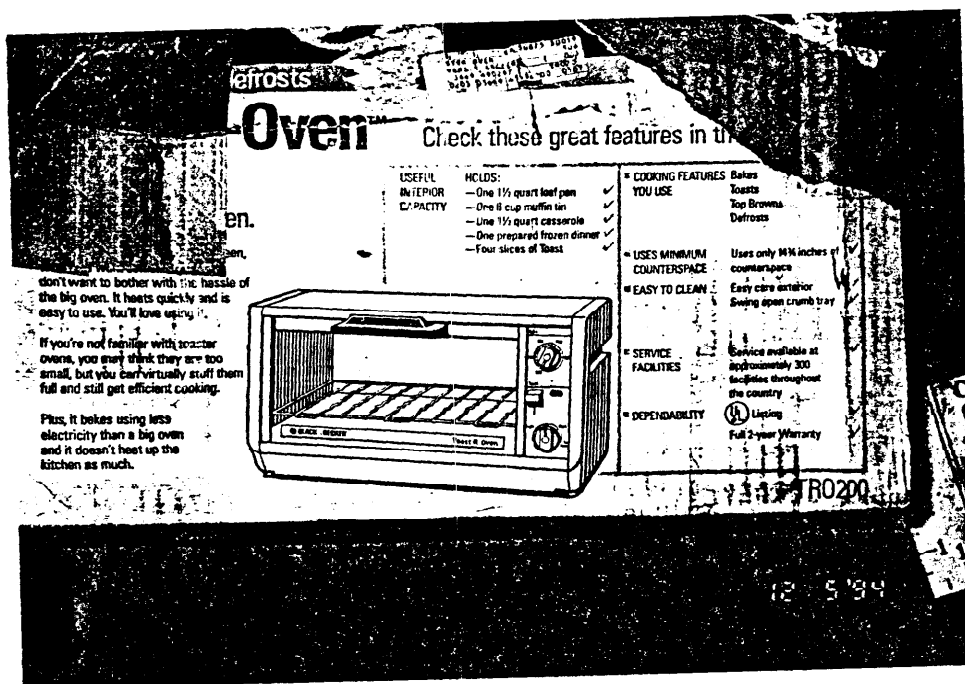


fig. 2--Photo showing the back of the box with labeling showing UL Listing identification seal

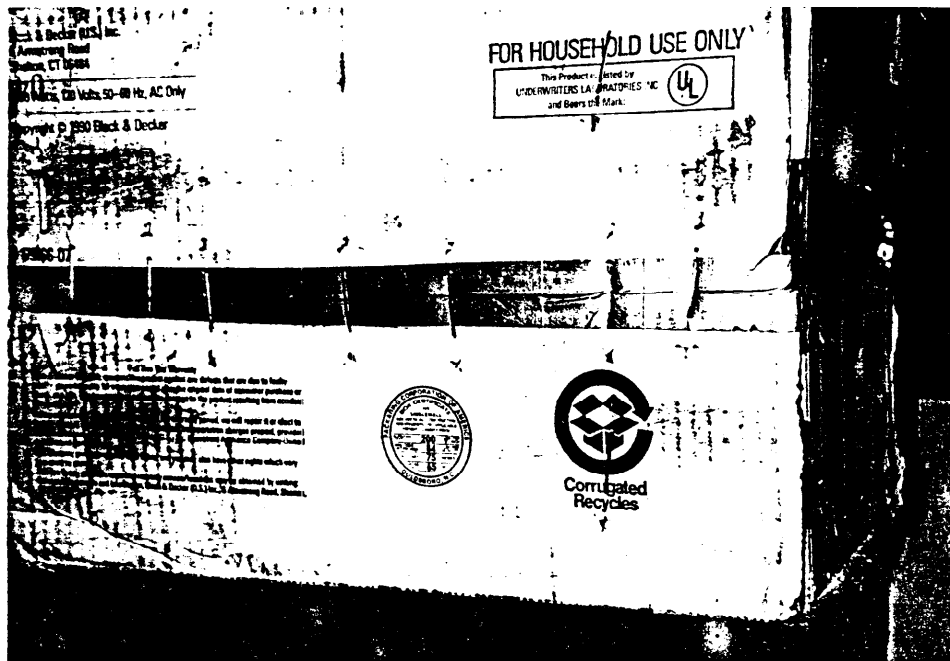


fig. 3--Photo showing the bottom of the box with related labeling

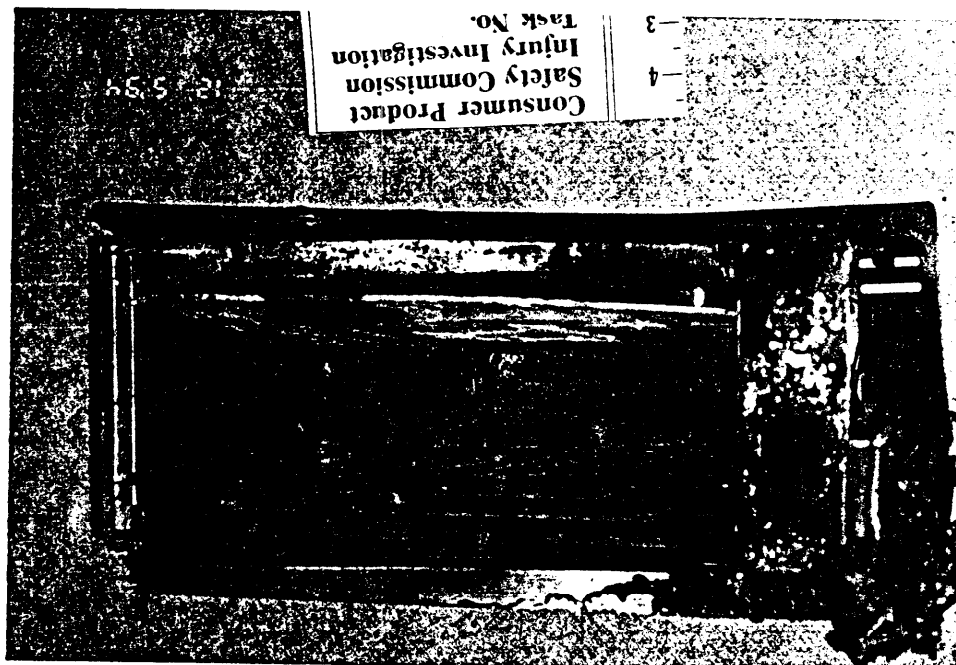


fig. 4--Photo of the toaster oven from a front view. The controls would have been located on the right hand side of the unit

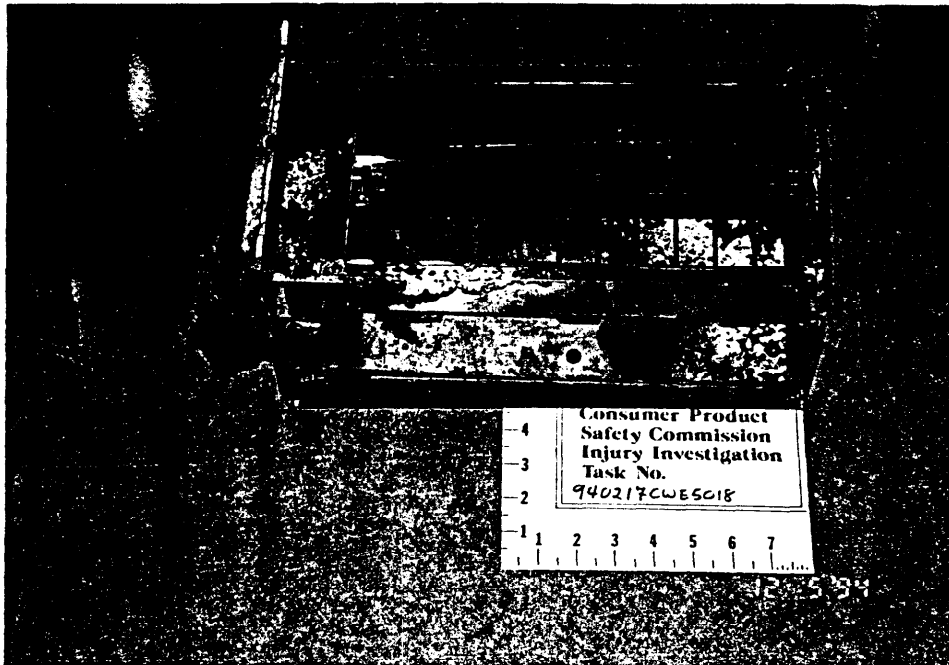


fig. 5--Photo showing the bottom of the toaster oven

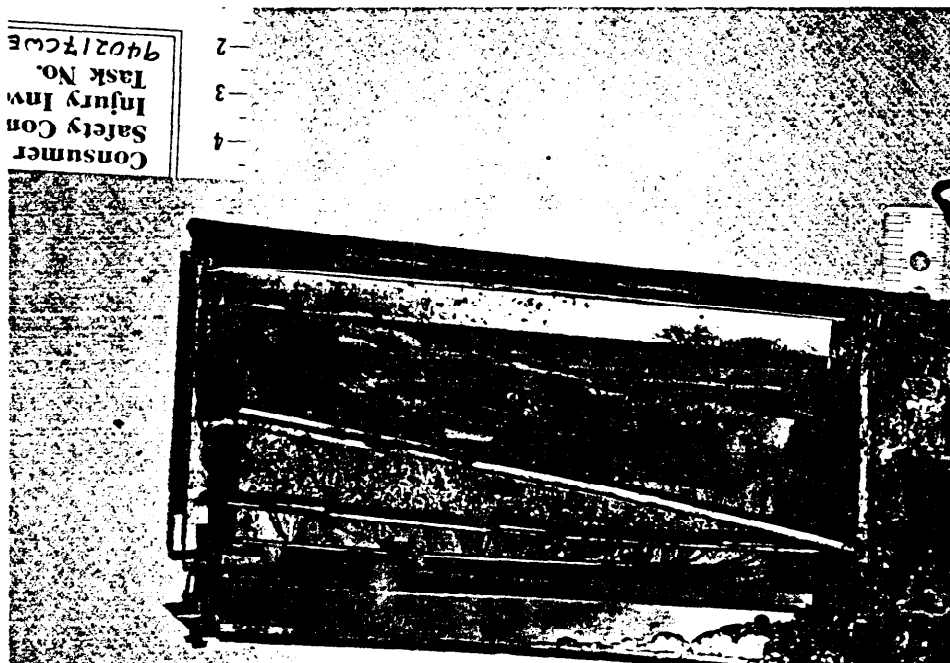


fig. 6--Photo showing the inside of the oven looking more toward the top of the unit

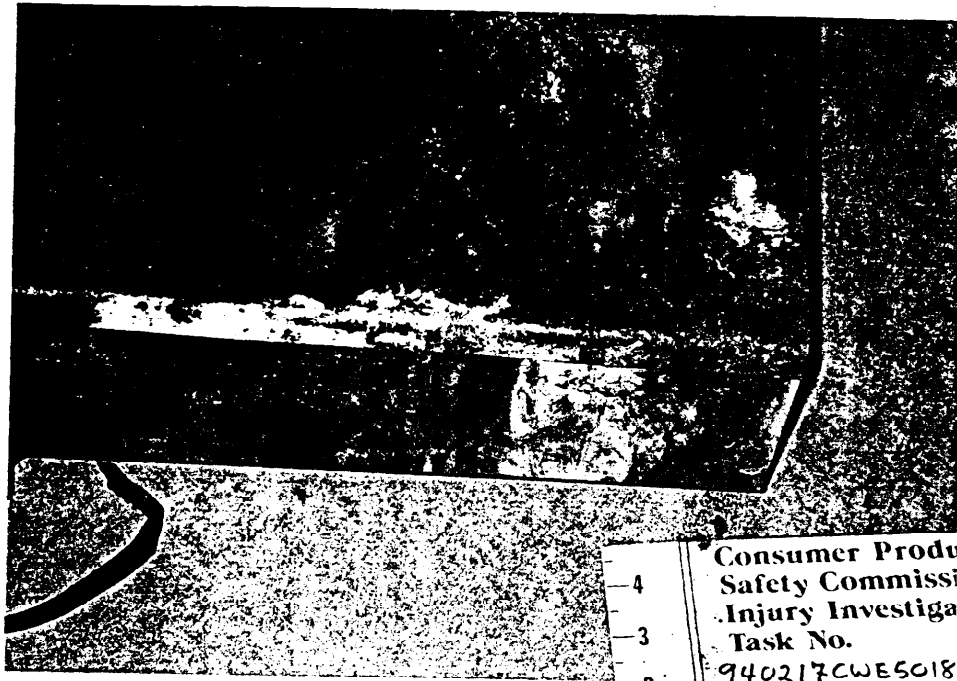


fig. 7--Photo of the top of the unit

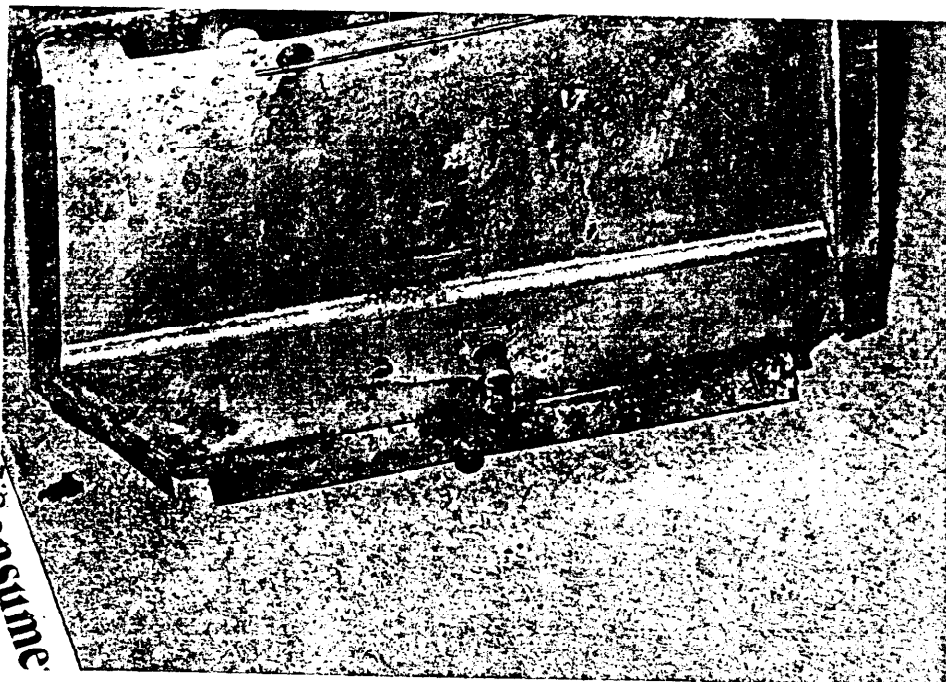


fig. 8--Photo of the end opposite the end where the controls were located

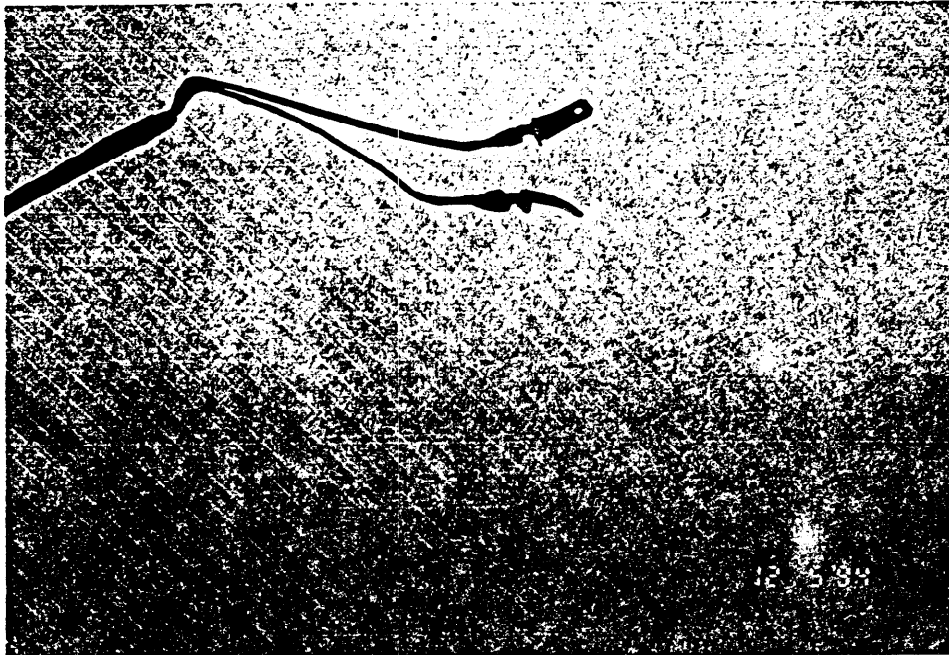


fig. 9--Photo showing the two male connectors of the power plug that was plugged into the 110 vac wall outlet

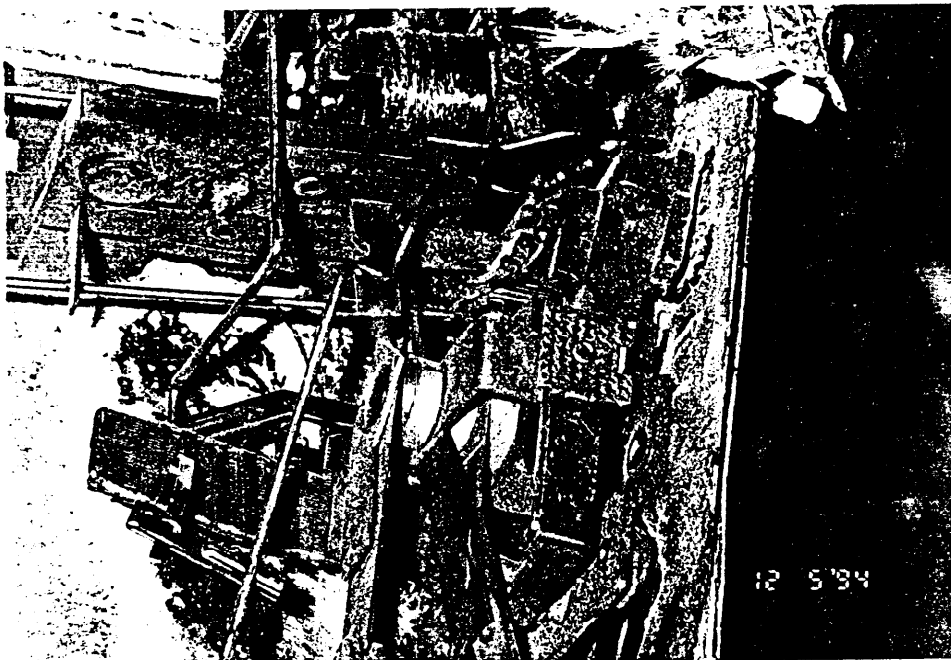


fig. 10--Photo showing the end where the thermostat and mechanical linkage was located